

**Original Recommendations from Review and Executive's Response**

<b>PERFORM Code</b>	<b>Recommendation</b>	<b>Desired Outcome</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Resources</b>	<b>Service Response</b>	<b>Executive Response</b>
CS&TSc17/18 2.1	<p>That the Customer Service and Transformation Scrutiny Committee consider the following areas of the Strategic Alliance for review:-</p> <ul style="list-style-type: none"> <li>• Delivery of the Environmental Health and Licensing Service.</li> <li>• The Differences between the Pay Agreements in the 2 Councils in the Strategic Alliance and JE and the Impact this has on forming joint services.</li> <li>• The Criteria for the Creation of new Shared Services.</li> </ul>	<p>That the Scrutiny Conference be made aware of the proposals and further assess the suitability of the proposed topics.</p> <p>That the Committee take forward at least one of the suggestions as an in-depth review.</p>	<p>Submission to Conference – April 2018</p> <p>Consideration by Committee – May 2018</p>	Scrutiny & Elections Officer	Officer and Member time	<p>All proposed review scopes will be submitted to the Scrutiny Conference 2018 for consideration by Members. The final decisions will be taken by committee at the start of the municipal year following AGM.</p>	<p>Recommendation agreed.</p> <p>There was clear support for a review focussed on Environmental Health &amp; Licensing, with clarity around access to the service raised as a key issue.</p> <p>There was also clear support for a focus on Pay Agreements and JE but the complexities of such a task were noted and that it would not be a straight forward topic to review.</p> <p>Members felt that the Criteria for</p>

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							Shared Services could not move forward without clarity over pay and JE first, and should therefore be given less priority.
CS&TSc17/18 2.2	That the Customer Service and Transformation Scrutiny Committee defer consideration of the emerging Transformation Programme whilst receiving regular updates from the Joint Strategic Director - People, on progress.	Further consideration of the emerging programme is built in to the 2018/19 work plan, with the option to progress to a review if required.	May 2018 onwards	Joint Strategic Director – People	Officer time	A presentation is planned to Council on the 25 <sup>th</sup> April 2018, in addition to follow up meetings with Cabinet planned to further prioritise the programme for 2018/19 and 2019/20. This will then be brought to Scrutiny for further discussion.	Recommendation agreed.

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CS&TSc17/18 2.3	That the terms of reference for the Strategic Alliance Joint Committee are submitted to the Strategic Alliance Joint Committee for urgent review and then reviewed on an annual basis to ensure the Committee's remit remains fit for purpose in monitoring and developing the work of the Alliance.	<p>That the Governance structure remains fit for purpose with sufficient monitoring structures of the Alliance arrangements in place and appropriate processes in place for taking forward new aspects of the Alliance.</p> <p>That the powers and scope of the Committee remain adequate to support the delivery of the Strategic</p>	May 2018 and annually thereafter as part of the Constitution refresh process	Joint Head of Corporate Governance and Monitoring Officer	Officer time Printing/publishing costs	This will be formally referred to the SAJC by the lead officers and the future governance needs of the SAJC discussed.	Recommendation agreed.

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		Transformation Programme.					
CS&TSc17/18 2.4	A programme of Member's Briefings covering the Strategic Alliance, our shared services and the achievements to date, either written and/or group presentation, is developed for the 2018/19 municipal year, with a commitment to evaluate the programme following the 2019 elections.	Greater clarification on the work of the Alliance, in particular the delivery of, and improvements to, shared services.	Commence June 2018 onwards	Joint Strategic Director – People	Officer time Printing	A programme will be developed for delivery in 2018/19 and beyond, in conjunction with SAMT and the Chair of the Scrutiny Committee.	Recommendation agreed.

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CS&TSc17/18 2.5	An increased level of publicity as to the effectiveness of the arrangement is achieved via regular press releases; articles on both authority websites and use of the staff weekly briefings.	Greater clarification on the work of the Alliance, in particular the delivery of, and improvements to, shared services.  Residents are well-informed as to the work of the Alliance and it's achievements	Commence June 2018 onwards	Communications, Marketing and Design Manager	Officer time  Printing/ publicity costs	Subject to agreement by SAMT, a more structured approach to communications would be welcome. This could include a standard item on SAMT to ensure a more co-ordinated approach to communications/marketing from the outset of all new schemes. The new Extranet should provide a clear mechanism for improved information sharing, and a review of how the Strategic Alliance is featured on each Council website could also be delivered. We would also consider a review of the branding for the Strategic Alliance to make it more modern and fresh and ensure it is used consistently whenever we are talking about the Alliance.	Recommendation agreed, as the portfolios have been revised for 2018/19 this will fall under the remit of the Cabinet Member for Town Centre Renewal, Media & Marketing which includes Public Relations & Communications. Members were keen that any publicity ensured BDC's identity was clear and that both Authorities were referenced in their own right.

<b>RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW</b>					
<b>Title of Review:</b>	Review of The Strategic Alliance – Interim Report				
<b>Timescale of Review:</b>	October 2017 – April 2018	<b>Post-Monitoring Period:</b>		12 months commencing June 2018. Interim report due January 2019.	
<b>Date agreed by Scrutiny:</b>	April 2018		<b>Date agreed by Executive:</b>		May 2018
<b>Total No. of Recommendations and Sub Recommendations</b>	<b>No. completed</b>	1	<b>No. partially completed</b>	4	<b>No. not progressed</b> 0
<b><u>Key Achievements:</u></b>					
<ul style="list-style-type: none"> <li>The terms of reference for the Strategic Alliance Joint Committee have been reviewed and will be kept under annual review to ensure the Committee’s remit remains fit for purpose in monitoring and developing the work of the Alliance.</li> </ul>					
<b><u>Reasons for non-implementation of Recommendations:</u></b>					
None.					

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CS&TSc17/18 2.1	<p>That the Customer Service and Transformation Scrutiny Committee consider the following areas of the Strategic Alliance for review:-</p> <ul style="list-style-type: none"> <li>• Delivery of the Environmental Health and Licensing Service.</li> <li>• The Differences between the Pay Agreements in the 2 Councils in the Strategic Alliance and JE and the Impact this has on forming joint services.</li> <li>• The Criteria for the Creation of new Shared Services.</li> </ul>	Scrutiny & Elections Officer	<p>Submission to Conference – April 2018</p> <p>Consideration by Committee – May 2018</p>		On track		Officer and Member time	<p>As part of setting the Work Programme 2018/19, Members of Customer Service &amp; Transformation Scrutiny chose to review the Delivery of Environmental Health &amp; Licensing Service. Of the three suggested options, this ranked highest when using the prioritisation tool. The evidence gathered has now reassured Members as to the quality of service provided, with minimal recommendations made.</p> <p>Review completed to timescale and scheduled for</p>

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								approval at March 2019.
CS&TSc17/18 2.2	That the Customer Service and Transformation Scrutiny Committee defer consideration of the emerging Transformation Programme whilst receiving regular updates from the Joint Strategic Director - People, on progress.	Joint Strategic Director – People	May 2018 onwards		On track		Officer time	Governance arrangements are now in place for the Transformation Programme via a Transformation Governance Group which meets quarterly. The group is chaired by the Leader of the Council - Cllr Syrett with Vice Chair Cllr Mary Dooley, officers including JSD (People), HOS Partnership and Transformation and S151 officer are core to the group with relevant HOS attending to represent their area of responsibility. The group meets to discuss ideas put



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								<p>forward as part of the 'programme for change' transformation plan development and any new ideas that come through going forward. Ideas of a lesser nature that are classed as within the service operational remit and where there is a budget in place already have the potential to be approved by this group alone, whilst others however may require a decision via the usual 'Executive' route due to significant expenditure or wider corporate significance. A TOR, process for decision making</p>

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								and project proposal forms are amongst the mechanisms utilised by the group. A presentation to the Customer Service and Transformation Scrutiny Committee is planned during January 2019.
CS&TSc17/18 2.3	That the terms of reference for the Strategic Alliance Joint Committee are submitted to the Strategic Alliance Joint Committee for urgent review and then reviewed on an annual basis to ensure the Committee's remit remains fit for purpose in monitoring and	Joint Head of Corporate Governance and Monitoring Officer	May 2018 and annually thereafter as part of the Constitution refresh process	September 2018	Complete		Officer time  Printing/publishing costs	The terms of reference for the Strategic Alliance Joint Committee (SAJC) was refreshed at SAJC in June 2018. This was then submitted to Standards Committee in July 2018 and Council in September 2018 for formal adoption.

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	developing the work of the Alliance.							
CS&TSc17/18 2.4	A programme of Member's Briefings covering the Strategic Alliance, our shared services and the achievements to date, either written and/or group presentation, is developed for the 2018/19 municipal year, with a commitment to evaluate the programme following the 2019 elections.	Joint Strategic Director – People	Commence June 2018 onwards		On track		Officer time Printing	A number of SERVICE presentations to both Council and Scrutiny Committees have been taking place this past year with more planned for the future - it is envisaged that regular service presentations may become an annual occurrence.
CS&TSc17/18 2.5	An increased level of publicity as to the effectiveness of the arrangement is achieved via regular press releases; articles on both authority websites	Communications, Marketing and Design Manager	Commence June 2018 onwards		On track		Officer time Printing/ publicity costs	The new Web Development Officer will start on Monday 14 January and updates to the council website and subsequent Strategic Alliance

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	and use of the staff weekly briefings.							pages will then commence. Feedback from SAMT via Strategic Director and Head of Service has started and a discussion will take place at SAMT to formalise communications feedback from SAMT. Work on new branding for the Strategic Alliance will not start until after the elections in May.